
MultimediaUpdate

Weekly Briefs from the Service's Publisher · Number 2002-35 · August 30, 2002

It's good to have money and the things that money can buy, but it's good, too, to check up once in a while and make sure you haven't lost the things that money can't buy. -- George Horace Lorimer

Instant Update

You can have *Multimedia Update* delivered instantly *the day it's published* by subscribing to our e-mail service. Send your e-mail address to Multimedia.Update@irs.gov.

Alert Messages

There are no Alert Messages for this week.

An archive of past Alert Messages can be found on the Multimedia Intranet site at <http://publish.no.irs.gov/mpd/alert/index.html>

Public Use Items

2002 1040ES Mailout Package Phase III V2 Completed On Schedule

The 2002 1040ES Mailout (Phase III, V2 2,602,628), which contains (2) 2002 1040ES OCR quarterly vouchers (3rd QTR, 4th QTR), 1040-ES (OCR) Instructions and (2) return envelopes, was completed and released to the U. S. Postal Service on Aug 12, 2002. This Mailout is designed to capture those taxpayers whose returns were not posted in time to be included in the 2002 1040ES/V Mailout.



Department of the Treasury
Internal Revenue Service

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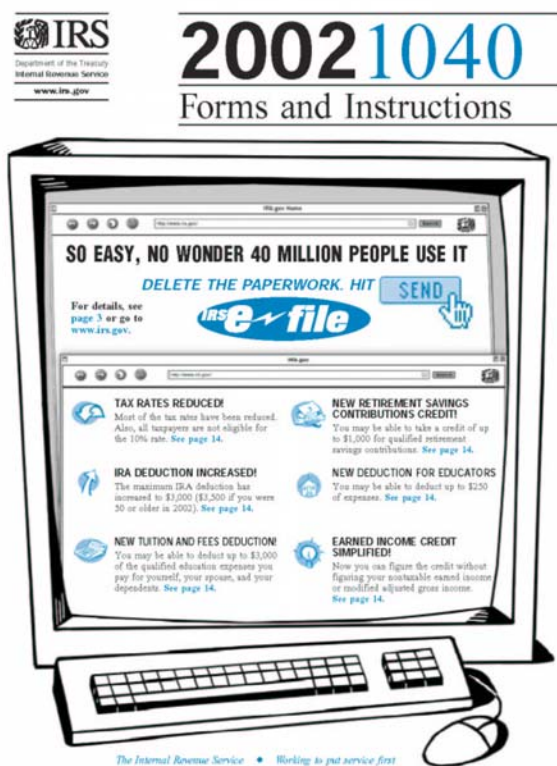
Document 9211 (Rev. 7-2000)
Catalog Number 20213X

More information on published products and Multimedia Publishing services can be found on our Intranet site at <http://publish.no.irs.gov>.

If you need any information included in future issues, or to request an e-mail subscription, e-mail at Multimedia.Update@irs.gov.

New Tax Package Covers

A new cover has been developed for the 2002 Instructions for Form 1040. The new cover highlights electronic filing efforts and advertises several new deductions and credits available to taxpayers this year. The cover will be used on all 1040, 1040A, and 1040EZ tax packages and over the counter instructions. Multimedia Publishing Division personnel worked closely with representatives from the Tax Forms and Publications Division, Electronic Tax Administration, and other functions within IRS to ascertain requirements and to develop the design. A copy of the new cover can be viewed below.



POD Tax Forms Distribution Program Changes

For many years Multimedia Publishing has provided program support to W&I, Field Assistance (FA), in their efforts to make tax materials available at Taxpayer Assistance Centers (TACs). FA has done an extensive review of and made several changes to the products offered through the Post-of-Duty (POD) Tax Forms Distribution Program. The Mandatory Stocking List (MSL) remains unchanged. All TACs are required to stock the 70 tax products listed on the MSL. FA has designated approximately 130 tax products as 'Field Assistance Optional Stocking List' items, leaving it to the discretion of each TAC whether or not to stock these products based on their local needs. Approximately 70 tax products will be removed from the POD Program. FA is developing a communications campaign to inform all TACs of the Program changes.

Multimedia, Logistics Branch initiated a conference call with distribution analysts, printing specialists and area distribution center analysts to plan for and coordinate the changes to the POD Tax Forms Distribution Program. Printing requirements for all affected tax products will be adjusted and POD Program database files will be updated to accommodate the Program changes.

Internal Use Items

Internal Management Documents Distribution System (IMDDS)

IMDDS Functional Coordinators

IMDDS provides IRS offices nationwide with automatic product distribution so that all IRS employees receive the printed products they need. IMDDS Coordinators provide information and distribution-related problem resolution to IRS employees in different areas throughout the country. Please refer to the functional IMDDS Coordinator listing, which will be printed once a month in the Multimedia Update, and contact the Coordinator who services your office. If you need this information frequently, please keep the list for reference. This list, and more IMDDS information, can be found on the Multimedia Intranet web site at:

<http://publish.no.irs.gov/distsys/imdds/imdds.html>

L _____

Florida - North

Florida - South

Georgia

Georgia - Atlanta

Ohio

Karen

Cook

Tennessee

Hazel

Utah

Bellaire

Taylor

Internal Revenue Manuals (IRMs) and Law Enforcement Manuals (LEMs)

Scheduled and actual ship dates for IRMs can be found under [Production Information](#) and links to IRM PDF files can be found in the [Numerical Index](#) through the Multimedia IRM Webpage at <http://publish.no.irs.gov/pubsys/irm/irm.html>.

If you have any questions on IRM distribution, see the Multimedia Homepage at <http://publish.no.irs.gov/distsys/imdds/imddcoor.html> or contact the Functional IMDDS Coordinator.

Training Publication Distribution System (TPDS)

There is no TPDS information for this week.

All orders for TPDS materials must be placed through your local Education/Training Branch.

Seasonal Information

Area Distribution Centers (ADCs)

Backorder Status Report

There are 38,944 cumulative backorders representing 142 products that are not available in the ADCs as of August 26, 2002.

The Top Five items on backorder:

1. Publication 1518, 2002 and 2003 Tax Calendar for Small Businesses
2. Publication 3693, Introduction to Federal Taxes for Small Business/Self-Employed
3. Publication 1066, Small Business Tax Education Program Workshop Workbook
4. Publication 3700, Virtual Small Business Workshop CD ROM
5. Publication 3207, The Small Business Resource Guide CD ROM

Production status of the top two items:

- Publication 1518 is currently in the design process with a projected delivery date from the design contractor in the latter part of August. The printing specialist is anticipating a ship date from the printing contractor by the end of September with a delivery date to the ADCs by the middle of October.
- The reprint for Publication 3693 has been awarded to a contractor by GPO with a projected delivery date to the ADCs during the third week of September.

ADC Telephone Activity for the Week Ending: August 17, 2002

Weekly Activity	FY2002	FY2001	Explanation of Activity
Total Call Attempts	88,776	158,274	Total times customers dialed our number
Calls Received	69,206	116,200	Calls answered by our telephone equipment
Total Calls Answered	59,420	99,062	
Staff Answered	44,221	72,370	
Automated Answered	15,199	26,692	
Scheduled			
Total	45,075	52,856	
Staff Answered	33,631	35,784	
Automated Answered	11,444	17,072	
Level of Access (LOA)	77.8%	73.4%	(Received/Attempts)
Level of Service (LOS)	66.9%	62.6%	(Answered/Attempts)
Level of Service Goal	67.0%	75.0%	

On Tuesday and Thursday, August 13 and 15, 2002, traffic was transferred from the Central Area Distribution Center (CADC) to the other centers due to power outages and fire alarm activations. On Tuesday, fire alarm activation cleared the building at 10:00am CT and traffic was transferred from 10:21 until 12:05pm CT. On Thursday, a power outage kept the traffic transferred from before the center opened until 9:05 am CT.

FY 2001 totals for the week include 18,665 rebate calls answered by staff and 38,153 rebate calls transferred to Customer Service.

Posts of Duty (POD)

Visit the Post of Duty web page for more information, including product release information, Frequently Asked Questions (FAQs), and the Mandatory Stocking List, located at <http://publish.no.irs.gov/distsys/pod/pod.html>.

POD Program Contacts:

If you have any questions about the POD Program, contact your servicing ADC POD Program Analyst.

ADC

Eastern (EADC)
Central (CADC)
Western (WADC)

POD Program Analyst

Telephone Number

Miscellaneous Information

There is no Miscellaneous Information for this week.